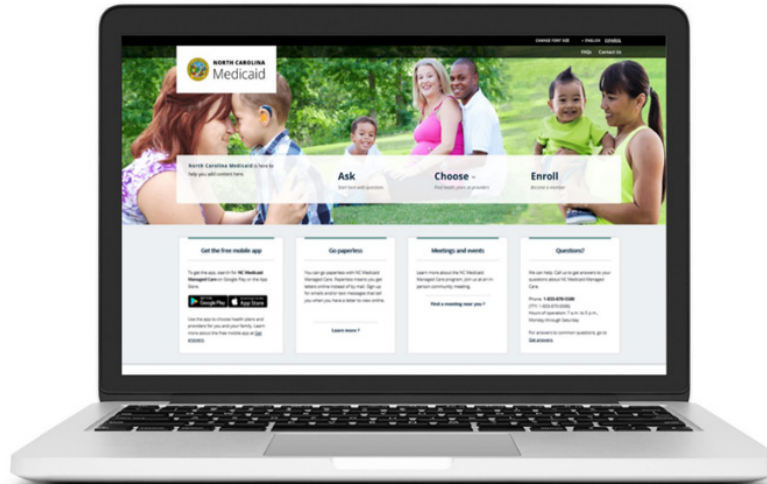# HOW TO LOG IN AND USE THE WEBSITE

NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Health Benefits

The NC Medicaid Managed Care website can help you manage your enrollment needs.

It is available in English and Spanish at **www.ncmedicaidplans.gov**.

There are two parts to the website:

❶ The public website with general information

❷ A secure web portal for enrollment

PUBLIC WEBSITE

Follow these steps:

❶ Open your web browser on your desktop computer, laptop computer or smart phone.

❷ Type in **www.ncmedicaidplans.gov**.

❸ To chat with a specialist, click on **Chat with Us** in the bottom right corner of the page. All chat sessions are secure.

❹ From the home page or navigation at the top of the page, click on **Learn** for more information about NC Medicaid Managed Care. This page includes information about the new Medicaid program and what beneficiaries need to do. Use the menu on the right side of the page to go to a page with additional information:

- Click on **Who must choose a health plan?** to read more about who must choose a health plan, may not have to choose a health plan and cannot choose a health plan.
- Click on **Benefits and Services** to review a list of the basic benefits and services offered by the health plans.
- Click on **Get Answers** to view a list of common questions and answers.

From the home page or the navigation at the top of the page, click on **Choose** to get information about how to find a PCP, how to choose a health plan, and how to enroll. From this page, click on **Tips for choosing a primary care provider (PCP)** or **Tips for choosing a health plan** in the text on the screen or in the navigation on the right side of the page.

NCDHHS
NC Medicaid
Division of Health Benefits

Learn ⌄
Learn about NC Medicaid

Choose ⌄
Find health plans and providers

Enroll
Join a health plan and choose a provider

Contacts and links
Get answers
Words to know
Member resources

Home | Choose | Tips for choosing a primary care provider (PCP)

Tips for choosing a primary care provider (PCP)

If you want to keep the provider you have now as your PCP:

- Choose a health plan that your provider works with.
- Then choose your provider as your PCP.

If you want to choose a different PCP, here are some things to think about:

- Is there a doctor you already like?
- How far are you willing to travel to see a doctor?
- Do you need a PCP who speaks a certain language?

To find and compare PCPs, go to Find a provider:

- To find a PCP you know by name, search by name.
- To find a PCP who can help you with your special health needs, or to find a specialist such as a pediatrician, search by provider type.
- To find a PCP near you, search by county, city or ZIP Code.
- To find a PCP who speaks a certain language, search by language spoken.

If you need help, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

CHOOSE

Compare plans

Find a provider

Tips for choosing a primary care provider (PCP)

Tips for choosing a health plan

NCDHHS
NC Medicaid
Division of Health Benefits

Learn ⌄
Learn about NC Medicaid

Choose ⌄
Find health plans and providers

Enroll
Join a health plan and choose a provider

Contacts and links
Get answers
Words to know
Member resources

Home | Choose | Tips for choosing a health plan

Tips for choosing a health plan

If you are joining a health plan for the first time (you do not have a health plan now):

- Be sure the plan you want is offered in your county.
- If you want to use a certain doctor, make sure the doctor is in the plan's network.
- As a member of a health plan, you can use only providers in the plan's network.
- All plans offer the same basic benefits and services. A plan may offer added services like newborn services or eye exams. To compare added services, go to Compare plans.

If you want to keep the health plan shown in your enrollment letter, you don't have to do anything.

If you want to choose a different health plan, here are some things to think about:

- You can change your plan up to 90 days after the date on your enrollment letter.
- After 90 days, you cannot change your health plan unless you have a special reason.
- You can change your health plan at any time for these reasons:
  - You moved out of your health plan's area.
  - You need a service that your health plan does not cover for moral or religious reasons.
  - Your health plan says you need multiple services they cannot provide, and your provider says you need services right away.

To learn more about Medicaid benefits and coverage, contact the plan. You can find plan contact information at Contacts and links.

If you need help, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

CHOOSE

Compare plans

Find a provider

Tips for choosing a primary care provider (PCP)

Tips for choosing a health plan

Click on **Compare Plans** in the navigation on the right side of the page to select a county from the drop-down menu and view the plans available.

From the home page or navigation at the top of the page, click **Enroll**. This page will show the ways you can choose a health plan and primary care provider (PCP). If you choose to enroll online, click **Get Started >** in the box labeled **Online**. Once clicking **Get Started**, you will be taken to the secure web portal.

SECURE WEB PORTAL

The secure web portal is only accessible if you create an account and have a valid NCID login. If you do not have an NCID, go to **ncid.nc.gov** to obtain one. If you already have an NCID, you will not need a new one. You will see the **Log in to your account** page to register.

Once logged-in, you can view your information, manage your online account, get help choosing a health plan or PCP and enroll in a health plan.

You will first see the **Member Dashboard**, which shows all family members. From this page, click **Make Changes** to search for and select a PCP or health plan.

Once clicking **Make Changes**, the **Provider Search Tool** will walk you through steps to find a PCP that is best for you.

You can filter the search results based on Provider Specialty, for example; Pediatrics, Family Medicine, General Practice, etc., Provider Last Name, Languages, Gender, Plan Participation, which means the health plans the provider works with, and Location. The provider's network status will be listed based on the plan details you used as your search criteria. You can also compare different plan benefits.

Once search criteria has been entered and you conduct the search, all providers who meet the search criteria will be displayed on a screen like this:

You can click the **Choose this provider** button next to the PCP you want to select from the results.

You will then be taken to a screen showing your enrollment choice. To enroll, click the button **Save & Continue**.

Next, you will see the **Choose a health plan** screen. Here, you will see the plans available to you. This includes your eligibility determination and category, prior health plan enrollment, prior PCP and applicable region. The health plan selection tool uses a Provider Directory to determine provider-plan relationships so you see up-to-date information on provider availability.

To help you select a health plan, the system allows you to select and compare up to three health plans side by side. This lets you compare details such as copays, information on what services the plan covers, and the plan's website and telephone number if you have more detailed coverage questions.

After clicking **Choose this plan** by the plan you wish to select, you will be taken to a screen showing your enrollment choice. To enroll, click the button **Save & continue**.

Once all selections match your preferences, click **Enroll multiple people** to submit enrollment selections for your household.